EM

Emergic m@ilserv™

Flexible. Reliable. Scalable

EMERGIC MAILSERV

A COMPLETE MESSAGING AND SECURITY SUITE

Netcore's Emergic MailServ (*formerly, NS MailServ*) has one of the largest installed base among enterprises across India & Middle East with over 400 corporate customers across 700 locations. Netcore's unique product-service combo, backed with the support of an expert engineering team, ensures a reliable, uninterrupted, real-time messaging infrastructure for your organisation. Netcore believes that "email is the heartbeat of your enterprise it should never stop."

To provide you with a world-class, one-stop messaging platform, Netcore offers a variety of affordable solutions, which can be customised to meet your needs:

Emergic MailServ

- Mail Gateway
- Instant Messaging Server
- Proxy Server
- Global Address Book
- Anti-Virus
- Anti-Spam
- Firewall
- Intrusion Detection System
- Fax Server

Emergic FlexiMail

- Mail Storage and Management
- SMTP Relaying
- Flexible Mailbox Sizing

Emergic MailServ Add-ons

- Advanced Proxy Server
- Advanced Spam Control
- HTTP Scanning
- Collaboration
- SMS Alerts

EM

EMERGIC MAILSERV

User Features

Mail-at-Desktop: Everyone in the organisation can be given individual IDs of the form name@mycompany.com. Email is directly delivered to the user's mailbox (on the desktop).

POP/IMAP/Web-based Mai l: Users can access their mail via any standard POP or IMAP mail client. In addition, browser-based mail access is also supported.

Auto-Forward: Users can forward their mail automatically to another email account. This can be useful when they are travelling, and may not have access to their corporate mailbox.

Auto Responders: Users can automatically send out standard responses to mails they receive. For example, sales and support people can send out a pre-composed response immediately on receipt of an email.

Vacation Response: Users who are on leave can automatically send a pre-composed mail to all senders.

Chat (Instant Messaging): Users can chat with other users within the organisation. It also supports group chat. It also allows chat session transcripts to be saved for administrative purposes.

Mail Filters: This allows emails to be routed to specific folders or be deleted automatically, based on the sender, recipient or subject of the mail. This feature can be used to manage mail better and also deal with spam.

IM Filter: Email alerts can be sent to the user via an Instant Messaging client. Users can set up appropriate mail filters to decide which emails need to generate the alerts.

Folder Sharing: Users can share folders with other users to avoid mail duplication within groups.

Roaming: Users can access their mailbox even when they are out of the office via a Web browser-based front-end or through an IMAP mail client.

Admin Features

Multiple Connectivity and ISP Support: Emergic MailServ supports various modes of connection to the Internet such as dial-up, cable modem, ISDN, VSAT and leased line. It also provides options to connect to different ISPs with different settings. These tasks are completely automated.

Per-user Quota Restriction: Mailbox size of each user can be restricted.

Email Size Restriction: Size of incoming and outgoing emails can be restricted on a peruser basis.

Sender (SMTP) Authentication: User authentication can be done at the time of sending emails to prevent "identify" misuse.

Group Accounts (Email Aliases): Users can associate multiple "real" email accounts with one virtual account. Thus, support@mycompany.com may be mapped to multiple people. All of the support people receive the mails and whoever is free or best equipped handles the mails.

Global Address Book: This maintains a common address book on the server and makes it available in each user's mail client.

Multi-Domain support: The same Emergic MailServ can be used to receive emails for multiple domains.

Mail Monitoring: Mail flowing through the system carries sensitive organisation information. Therefore, if the need arises, all inbound and outbound mails can be sent to a special “watchdog” account. In addition, users can be grouped together and their emails can be sent to different “watchdog” accounts. This can be used to monitor emails by department.

Mail Reports: The Admin can view aggregate statistics of incoming and outgoing mails. Queries can be done by date, sender and recipient.

Proxy Access Control: The Admin can restrict the proxy facility (web browsing) by user or by machine (IP address). The Admin can also restrict sites viewed by each user.

Caching: Sites visited once can be cached on Emergic MailServ, so that they can be served quicker the next time.

Proxy Reports: The Admin can monitor browsing activity with the help of usage reports. These reports are classified by parameters like user, date, ISP and volume.

Content Filtering: This can be used to restrict the attachment types coming in via email. Also, mails can be restricted based on the subject field.

Firewall: This protects the corporate network from external hacking, thus securing the corporate network.

Intrusion Detection System (IDS): This provides alerts to the Admin on the various break-in attempts made on Emergic MailServ and across the corporate network.

Virus-Scanning and Auto-Updates: Emergic MailServ provides a comprehensive antivirus tool to neutralise viruses before they arrive into user mailboxes via email. The autoupdating feature protects you from new viruses.

Spam Control: Junk mails and spam can be controlled on the server itself, thus reducing wastage of users' time and system resources.

Backup and Restore Utility: This allows the system configuration files and user mailboxes to be backed up and transferred to a separate machine for additional security and safety. The same files can be restored in the event of a disk failure.

Backup, Email and Proxy Scheduling: The Admin can schedule times for the different administrative features. For example, the Admin can set time periods for browsing and email transfers to optimise Internet usage.

Auto-Upgrades: Emergic MailServ automatically updates itself with new system patches and software upgrades.

Alerting Mechanism: This is used to send alerts to the Admin about system resource utilisation. For example, alerts can be sent out when the disk space is almost full, or a user's mailbox quota is reached.

Fax Server: This can be used to send and receive faxes via the PC.]

POP/IMAP/Web account creation: The Admin can create mail accounts for roaming users so they can check their mail from anywhere. The mails can be accessed using any mail client, or via a web browser. These mails can be optionally scanned for viruses.

EM

Additional Features (when used with Emergic FlexiMail)

Group Creation: The Admin can create groups on the NMS for creating mail aliases.

Global Address Book: This provides an organisation with the ability to integrate and replicate their Address Books across multiple locations. The Admin adds a Contact to the Company's Global Address Book, which is now available across multiple locations for use by everyone. Therefore, the need to update all desktop address books is not required. A search function enables the users to base their search on email address, location, designation and other parameters.

Centralised Monitoring System: This facility helps the Admin in managing multiple locations and users in those locations from a centralised system.

Connection Status: The Admin can view when a location last got connected for mail retrieval. The Admin can also do remote management of that location. As per prior configuration, if a location does not connect for specific period, an alert can be sent to the Admin.

Remote User Management: The Admin can remotely manage users related tasks such as addition, deletion, change password, proxy access, POP account setup, mail limit and change of details for all users across multiple locations.

Location-wise Data Transfer: The Admin can view data transfers for each location on a day-to-day basis.

Location-wise Mail Queue Monitoring: The Admin can view details about the pending emails on the Netcore Internet Mail Server (NMS).

EMERGIC FLEXIMAIL

Hosted Mail Storage and Management

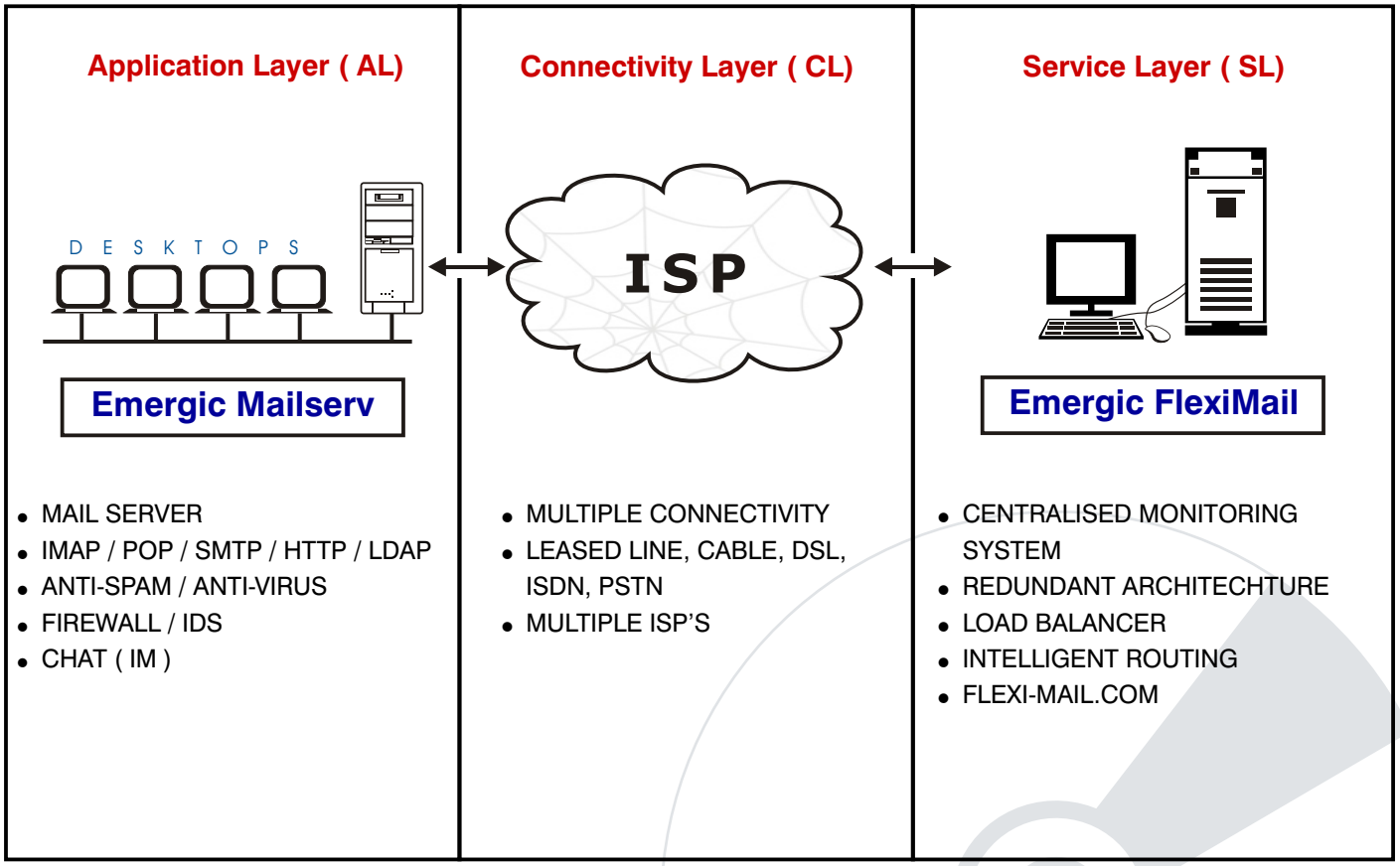
Emergic FlexiMail is a value added service from Netcore Solutions which provides a comprehensive solution to corporates for mail storage, mail management and SMTP relaying on the Netcore Mail Server (NMS). It offers flexible options in utilising the space for the different messaging needs of the corporate.

- **POP/IMAP/Web-based accounts:** Create any type of account
- **Unlimited Mail IDs:** No per-user payment
- **SMTP Relaying:** No separate charge for sending or receiving emails.
- **Flexible Mailbox Sizing:** Decide the size of the mailbox on a per user basis, thus providing the most optimum utilisation of the Mail Storage space.
- **Virus Scanning:** Each incoming and outgoing mail can be scanned
- **DNS Service:** We run the Name Server for your domain

EMERGIC MAILSERV ADD-ONS

Advanced Messaging and Security Features

- **Advanced Proxy Server:** Restrict sites viewed by user/group, based on time
- **Advanced Spam Control:** Server-side Spam filtering
- **HTTP Scanning:** Scan for viruses for all HTTP traffic passing through server
- **Collaboration:** Group scheduling, project management and document sharing
- **SMS Alerts:** Email alerts on cellphone via SMS



Delivery : E2E Messaging Solutions

CASE STUDY

Case Study

FCB-Ulka Moves From Sendmail To Emergic Mailserv

By Julia Fernandes
Mumbai, April 15, 2004
http://www.cxotoday.com/cxo/jsp/showstory.jsp?storyid=833

The FCB-Ulka group comprising of FCB-Ulka Advertising and Interface Communications (offering marketing and communication consultancy services), has recently switched its messaging solution from Sendmail to Emergic Mailserv - a Linux-based messaging and security solution.

Developed by Netcore Solutions Pvt Ltd., the highly customized distributed solution has been deployed at the group's seven locations across six cities in India.

It all started in 1999, when FCB-Ulka, part of the FCB Group and Interpublic Group of Companies, decided to switch from MS Exchange to the Linux-based Sendmail. Deployed by Ashtech Infotech Ltd., the solution worked well over a period, but eventually with a rise in scope and usage, the drawbacks far outweighed the pros.

Ritu Madbhavi, systems director, FCB Ulka Advertising, outlined some of the issues the company encountered, "Administration difficulties such as tedious process of adding and deleting new users, lack of simple interface for basic functions like auto responder and disclaimer arose with Sendmail."

To add to their woes, despite developing new scripts with the latest versions of Perl, they were incompatible with the older version of Linux.

Obsolesce was another issue the media house had to contend with, as the system was built on Red Hat Linux 5.0, which used fetchmail. Remote access was provided via dialup, but it was limited to only one person being able to access mail at any given time due to a single modem with a telephone line on the server.

Moreover, the mailing architecture was such that one of the locations in Mumbai acted as a hub. So a breakdown of the server in that location ended up affecting the entire company's email structure.

Security too reared its head, as the system was a basic messaging with no firewalls, and the sole security provided for by the routers. Even monitoring of internet access was not possible as the server was equipped with only the basic proxy services.

Explained Madbhavi, "FCB-Ulka was now looking for something beyond messaging and we evaluated various solutions. Having run a Linux based mailing solution, the team at FCB-Ulka knew exactly what they wanted in the new mailing system. The requirements were crystallized and the only company that came close to satisfy our needs was Netcore, which in turn implemented its flagship Emergic Mailserv."

The basic functionalities implemented in the messaging area was a standard compliant mail server providing IMAP, POP, SMTP, LDAP services, availability of webmail allowing users to access when they are away from the desktop or when they are traveling.

In the security space, the mail is now handled from a web-based server managed 24x7 by Netcore, an anti-spam that detects junk based on the content, tags them and then blocks it at the ISP, server and user level. Unlike the previous system, which had a limitation of one user only, the new one can handle any number of users. The advance proxy enables the system administrator to block sites based on various criteria such as domain name, content, etc. Also, the authentication –based proxy controls the browsing schedule deciding which user is allowed to browse when.

According to Kalpit Jain, CTO of Netcore, "The solution that runs only on Linux, has an anti-virus application, armed with a firewall, enhanced with load balancing features apart from bandwith management and monitoring. The mail server has been placed in the DMZ (DeMilitarized Zone)- a server zone, which is accessible to the public as well as to the private network. In other words, it separates the internal network from the outside world."

Commenting about the inherent benefits, Madbhavi cited reliability, flexibility coupled with ease of administration and simplicity. "However," acknowledged Madbhavi, "Netcore was able to execute a high degree of customization primarily because the solution was built on open source."

"Emergic Mailserv has been built with a judicious mix of certain open source components alongwith internally developed software," affirmed Jain.

Spelling the minimum technical requirements, Jain stated that for 25 users a P III with a 64 MB RAM with 20 GB hard disk is needed.

Founded in 1998, Netcore Solutions Pvt Ltd. is an enterprise solutions company, focused on messaging, collaboration, and security software offering a range of enterprise products and hosted services. Among its several corporate customers using this solution are IDBI Bank and Raymonds.